



# Good practice stakeholder participation

... with a focus on the environment

**Dates:**

**Arrive:** evening of Monday 4<sup>th</sup> December 2017

**Training:** 5<sup>th</sup> to 7<sup>th</sup> December 2017

**Venue:**

The training is located near the historic village of East Brabourne in Kent, SE England.

**This course will:**

- **Help you understand the principles and concepts of stakeholder participation**
- **Train you in practical facilitation skills and process design**
- **Help you explore the benefits and challenges of involving stakeholders**

**Principles and Concepts:**

- The benefits, policy drivers, principles and good practice in multi-stakeholder participation and conflict management
- How stakeholder dialogue relates to other forms of stakeholder involvement and which should be used when
- The importance of process design - what makes a good process and pitfalls to avoid
- Things to think about when considering multi-stakeholder participation

**Facilitation skills:**

- The role of the facilitator
- How to design a good participation process
- How to design workshops
- Facilitation skills
- Facilitation techniques

**Why is it important?**

When it comes to the environment, integrated thinking and wide agreement are crucial. To achieve this, key stakeholders need to be involved in agreeing plans, policies or practice whether at a strategic or local level or even within your organisation.

Without stakeholder participation, plans and proposals lack the support they need for implementation. They may become confrontational with positive results lost in argument, delay and potentially even legal challenge.

Good practice in participation means that people are not just informed or consulted, but have a genuine opportunity to influence the outcome and agree the best way forward.

Whilst there is much rhetoric about the need for effective stakeholder participation there is a lack of clarity about what good practice involves and how to go about it. What is certain is that good intent is not enough. Getting it wrong can result in stakeholders who are fed up with both you and your organisation because they gave up time to be involved but it made no difference to the outcome.

This training course means that you will not only understand good practice but can deliver it too.

**Who attends**

People come on our courses from a wide range of UK and European organisations including: Government Agencies, Ministries, Local Authorities, NGO, Consultancies, Academics and the Private Sector.

## What they say

- *I will be recommending this course to other colleagues*
- *Excellent, learnt a huge amount, good split between practice and theory*
- *I liked it all - the practical examples, learning by doing, reflections, and informal friendly style*
- *Location was amazing...*
- *Really enjoyed the course. Felt it has been beneficial on a personal as well as professional level*
- *The course came highly recommended and it exceeded expectations*

## Dialogue Matters Ltd

Set up in 2000, we combine qualifications and experience in environmental sciences and resource management with a conviction that sustainable decisions only result from genuine stakeholder participation – and we have the skills to make it happen. We undertake work here and abroad and work at local, regional and international levels and also facilitate events that help specialists discuss science or best practice. Clients include: the European Commission - DG Environment, Defra, Natural England, the Environment Agency, CCW, NGOs, Local Authorities, Universities, and Research Institutes.

## Trainers

**Lucy Armitage** BA, MSc, Senior Trainer and Dialogue Manager - **Dialogue Matters Ltd**  
Lucy obtained her first degree from Oxford, and went on to postgraduate studies in Social Anthropology. She worked for many years as a Senior Project Manager in the corporate events field, developing strong interpersonal, project administration, management and liaison skills. She is a very experienced trainer and co trains on Prof Mark Reed's courses in Research Impact. At Dialogue Matters she delivers training courses, analyses and reports on engagement findings, carries out desk top research, leads our new initiative (Team Matters) and is working on a number of complex and contentious Stakeholder Dialogues.

**Joel Pound** BSc Trainer, Facilitator and Project Officer - **Dialogue Matters Ltd**  
Joel graduated with a degree in Environmental Science from Plymouth University in 2015 and has been working at Dialogue Matters since. He has helped to train and facilitate many events across different countries. Some of the clients he has helped to train include: CEH, British Council, National Trust, Wildlife trust, Environment Agency, Black & Veatch.

## Venue and Accommodation

The course is held at Penstock Hall, near the medieval village of Wye in Kent. Penstock Hall nestles at the foot of the North Downs within an Area of Outstanding Natural Beauty. As part of our commitment towards sustainability and thriving rural communities, as far as possible the accommodation and meals are provided by small local businesses. The venue for training is the education room at **Penstock Hall, Canterbury Rd, East Brabourne, Kent, TN25 5LL**.

We organise good quality characterful B&B accommodation in and around the village of Wye nearby and we will provide transport between accommodation and the training venue.

## Transport links

- Wye has good transport links with London and the Continent: It is:
- ... just 5 mins by train from Ashford International Station (there are direct train links between Wye and London, but not all trains stop here so check carefully)
  - ... 7 miles from M20 junctions 9 or 10 & 15 miles from M2 junction 6
  - ... 60 miles from London and 12 from Canterbury

## Times

Arrive in time to settle in and have a meal at 7:30 pm on the Monday evening. Training begins at 9.00am on Tuesday and finishes at 4:00pm on Thursday.

## 1. Fees

		Corporate rate per person (employing 5 or more)	Standard rate per person (Public Service & Academia)
<b>Training Fee</b>	Includes three days training, a detailed handbook and a learning journal in which to note key learning points.	775.00	597.00
<b>Accom, meals &amp; venue costs</b>	Includes three nights en-suite bed and breakfast, a light lunch each day and three dinners (includes one light meal on the evening of arrival).	416.00	416.00
	<b>Total GBP</b>	<b>1191.00</b>	<b>1013.00</b>
	<b>VAT 20% GBP</b>	238.20	202.60
	<b>Total with VAT GBP</b>	1429.20	1215.60

We are aware that some organisations have budgets for staff training and separate budgets for accommodation and meal costs. We are happy to invoice you separately if this helps.

## 2. Booking and Payment

### Booking **Please note: Courses book up fast and we recommend booking ASAP to avoid disappointment**

- Print out and send your booking form by post or save this form, fill it in and e-mail it back to us at: [training@dialoguematters.co.uk](mailto:training@dialoguematters.co.uk)
- We reserve the right to cancel a course due to unforeseen circumstances. In this unlikely event, we will offer a refund or alternative date without liability for any consequential or indirect loss.

- ### Payment
- We accept payment by cheque, bankers order & BACS. We regret we cannot accept credit/debit cards.
  - Please pay in Pounds Sterling and send to:  
**Dialogue Matters Ltd**, The Harness Room, Penstock Hall, Canterbury Rd, East Brabourne, Kent, TN25 5LL Wye, Ashford, Kent, TN25 5BU
  - Cheques should be made payable to: **Dialogue Matters Ltd**
  - If preferred, we can invoice your organisation - let us know if the address is different to your own

- ### Deadline
- Full payment should reach us at least FOUR weeks BEFORE the course. We operate a waiting list and if full payment is not received by this deadline we may offer the place to others.

- ### Refunds
- No refunds will be made for cancellation less than four weeks before the training.

## 3. Booking form (use tab key to get to next entry)

Surname		Which dates?	<b>5<sup>th</sup> – 7<sup>th</sup> December 2017</b>
Name		Organisation	
Address:		Position	
Telephone		Email	
Please tell us where you heard about this course		Special dietary or other requirements	

Number of places		Amount		Cheque enclosed		Invoice to be sent		Invoices to be sent separately for course fee and Accommodation	
------------------	--	--------	--	-----------------	--	--------------------	--	---	--